

# OES Hosts Disaster Cost Recovery “Training Camp”

Contact: C. Cruz

“Every battle is won before it is fought” – Sun-Tzu. The battle of cost recovery is not with the feds or state, but the PROCESS....On April 8-9, 41 trainees representing the state, County departments, local jurisdictions, and special districts participated in a comprehensive 2-day Disaster Cost Recovery Training Camp led by Mike Martinet, MS, CEM.

The disaster cost recovery process or the *disaster after the disaster* involves a complex ever-changing public assistance process that most jurisdictions are ill-prepared for, have no previous experience in, and no documentation processes in place. For those charged with cost recovery, the process may be worse and last for years longer than the disaster itself.

Data shows that most emergency management programs seriously misdirect their approach to disaster cost recovery and spend 100% of their effort chasing less than 20% of the money and as little as 10% of the Public Assistance pot.

Over the course of two days, Mr. Martinet, a renowned subject matter expert provided



perience you have or if you are the one faced with implementing or developing a disaster cost recovery program, keep these goals/outcomes in mind during the planning process:



Mike Martinet conducting training

tried and tested tools and lessons learned from other jurisdictions to explain the disaster cost recovery process, step by step. The trainees were guided through the FEMA Public Assistance maze, including rules and regulations, policies and procedures, the do’s and don’ts, the “scary forms”, and more and more documents.

The key take-a-ways from the training were:

1. Pre-plan: Be familiar with the disaster cost recovery process, and thoroughly assess your jurisdiction/department/agency’s capability to meet the demands of the process.
2. Review, revise, and/or develop internal cost recovery policies and procedures and disaster cost tracking and procurement procedures that are consistent with the state and FEMA policies and procedures.
3. Successful cost recovery requires a well-trained and multi-disciplined TEAM approach and cannot be one person’s responsibility.

- Maximize total cost recovery
- Maximize eligibility for cost recovery
- Quickly recover eligible funding
- Minimize exposure to ineligible costs
- Avoid deobligation of costs (purchasing and contract management)
- Defend against losses from duplication of benefits
- Build in audit defense

County OES will be hosting two additional 4-hour subject specific training sessions by Mr. Martinet on Thursday, May 28, 2015:

**SESSION 1 – Damage Assessment Planning (4Hr), register @ <http://damageassessment.eventbrite.com>**

**SESSION 2 – Purchasing Compliance with Federal Regulations (4Hr), register @ <http://purchasingcompliance.eventbrite.com>**

Whatever level of disaster cost recovery ex-

## CERT TTT

Contact: M. A. Ramirez

OES conducted a CERT Train-the-Trainer (TTT) course March 13-15. Individuals attended from the following CERTs: Angelus Oaks, Barstow, Big Bear Valley, Loma Linda, Redlands, Rialto, Wrightwood, and Upland. There were also attendees from the Cabazon Band of Mission Indians, L.A. City Fire, L. A.

County Fire, Omnitrans, Rancho Cucamonga Fire District, San Bernardino City Police, San Bernardino County Health and Human Services, and the City of Yucaipa. County OES continues to hold one CERT TTT and one CERT Program Manager course (to be conducted August 7-8) per year in an effort to build CERT programs throughout the Operational Area and Southern California.



Course group photo



# OES Quarterly Report



San Bernardino County Fire, Office of Emergency Services



CERT, ECS and Disaster Corps Leaders honored on the ball field

## OES Volunteers Hit It Out of the Park!

Contact: M. A. Ramirez

On Saturday, April 18th over 170 San Bernardino County Fire, Office of Emergency Services (OES) volunteers, staff and guests spent a night out at the ballgame. The inaugural event was organized by OES as a way to say “thank you” to its volunteers and took place at the LoanMart Field in Rancho Cucamonga.

After receiving their tickets volunteers entered the stadium early for the Awards Ceremony where they received words of thanks and appreciation from Emergency Services Manager, Michael Antonucci. Antonucci expressed his pride in leading an organization with such an impressive group of volunteers. Assistant Emergency Services Manager, Cindy Serrano, shared a brief history of the three OES Programs, the Community Emergency Response Team (CERT) program (including Listos), Emergency Communications Service (ECS), and California Disaster Corps. Serrano highlighted each program and its unique place in better preparing San Ber-



Quakes Mascot “Aftershock” sporting a CERT vest



Ed Ross throwing out first pitch

nardino County. Traveling from Sacramento, Suu-Va Tai, Director of Disaster Volunteering and Preparedness with CaliforniaVolunteers, shared with the audience the importance of their role in California’s statewide effort to prepare. Tai’s attendance was an important demonstration of the state’s support for the County OES volunteer programs.

During the Awards Ceremony one volunteer from each program received an “Outstanding Volunteer Award” for their work. These awards were distributed by the coordinating Emergency Services Officer for each pro-

gram: Michael A. Ramirez – CERT, Zack Mullennix – ECS, and Cheryl Nagy – California Disaster Corps. Nancy Guinn, Morongo Basin CERT Volunteer Coordinator received the award for her work to build the Morongo Basin CERT including a unique partnership with the local Boys and Girls Club to bring Teen CERT training to area youth. Phill Dupree was awarded for his service of providing daily and incident specific weather reports to over 1,400 personnel from local, state and federal agencies. This service has resulted in over 15,000 hours of service to San Bernardino County. Receiving the Califor





San Bernardino County Fire Honor Guard and Pipes and Drums

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nia Disaster Corps Award was Jeff Richardson who has been selfless in helping to support the program by assisting with logistical needs, including trailer transport and equipment distribution.

Michael Antonucci closed the ceremony by describing the final award to be given, the Eagle Award. The Eagle Award is the highest

award given by San Bernardino County Fire, Office of Emergency Services. The award is given to volunteers who go above and beyond in their service to their respective programs and

the County as a whole.

Recipients are characterized by a selfless nature, excellence in all they do, exceptional hours volunteered and a spirit of preparedness. The recipients of the Eagle Award, Ed and Bonnie Ross, were announced during a pregame recognition that occurred on the baseball field. The Rosses work with Wrightwood CERT is recognized countywide as a model of a well-organized and passion-

ate CERT program. Their collective service has reached CERT programs throughout the County and region. After receiving the award, Ed Ross took the mound to throw out the first pitch.

Following the awards festivities it was time to enjoy a Quakes baseball game. But not before a moving presentation of the colors by the San Bernardino County Fire Honor Guard accompanied by the San Bernardino County Fire Pipes and Drums. The remainder of the evening was shared enjoying Quakes baseball, hotdogs, peanuts and crackerjacks in the company of truly amazing volunteers. As the evening culminated and fireworks filled the sky, OES' first Volunteer Appreciation event came to an end. The work of all OES Volunteers can best be summed in a quote read by Cindy Serrano, "Some people want it to happen; some wish it to happen, but you all (OES Volunteers) make it happen!"

# Training Pays Off for New Emergency Manager

Contact: C. Nagy

On March 31st the River Bottom Fire broke out near the Mojave River and extended to the Town of Apple Valley. Joseph Ramos was recently assigned as the Emergency Manager for the town and his newly learned skills were put into action. Once the County Emergency Operations Center (EOC) was activated, ESO Cheryl Nagy was assigned to the incident as the EOC Liaison and was sent to the ICP, and was able to connect with Joseph at the incident. Joseph recently shared his experience with us and was surprised about how the trainings he's taken helped him during his

first activation.

Joseph had this to say about his experience out in the field: "As soon as our Town Manager made the decision to activate the EOC at a level I, my first response was to contact County OES and report the event on WebEOC. It was great to see some of my early stages of training being put to work by establishing contact with our emergency service departments, local school district and American Red Cross. What made the activation run so smoothly was everyone's understanding of our goal of keeping our community safe. The outpouring of support from Apple Valley citizens, neighboring cities and County OES was also key to continuing the success of the EOC activation. Within one week of the EOC deactivation we were able to host a work-

shop with all entities involved: Town, Sheriff, Fire, County Fire, school district and American Red Cross. This workshop allowed us to discuss some of the minor gaps in communication that were experienced during the activation and will only serve to improve our EOC's response to our next activation." – Joseph Ramos, Emergency Manager, Town of Apple Valley.



Left: County Fire PIO, Tracey Martinez, briefing Joseph Ramos and others at the River Bottom Fire

# Intermedix WebEOC Summit

Contact: R. Lindsay

Barbeque and big hair weren't the only hot topics when the San Bernardino County Office of Emergency Services (OES) and the City of Rancho Cucamonga were featured presenters at the 2015 Intermedix (WebEOC) Summit conducted April 20-22 in Dallas, Texas. Both jurisdictions have developed WebEOC daily use applications that received a lot of emergency management industry "buzz" among County departments, other California Operational Areas, and the entire WebEOC community gathered in the Lone Star State. This software tool, which is the County's disaster communications platform, has been expanded to manage day to day emergency management operations. Integration into daily operations encourages use and instills familiarity in preparation for disasters. Emergency Services Officers Robin Lindsay and

Carrie Cruz provided a tour of the SBCOA Daily Use WebBoards while Breanna Medina showcased the City of Rancho Cucamonga WebEOC program in a presentation called: "Next Gen WebEOC Daily Uses - Creating a WebEOC Culture" to a standing room only crowd of WebEOC Administrators from across the country.

Of particular interest to the WebEOC Community was the way organizational collaboration and project funding have been successfully addressed in the two SBCOA WebEOC programs. OES Emergency Services Manager Mike Antonucci laid out the phased approach taken by OES in his presentation "Building a Cadillac WebEOC Program on a Beater Budget". His presentation provided a path for agencies with access to emergency preparedness grant funding and collaborative regional support to purchase, enhance, and sustain a WebEOC program. The result has been a "Phased Development Model" for WebEOC that both leverages available grant funding for regional projects and fosters a county-wide WebEOC culture of collaboration, innovation and excellence.

# County OES Hosts Grants Workshop

Contact: E. Sampson

On April 2nd the Grants Administration Unit provided training for all the cities/towns within the Operational Area. The training provided valuable information about the procedures and guidelines for the new upcoming HSGP & EMPG grants and targeted the following areas: grant rules, call for projects, grant forms and requirements, program priorities, grant disciplines, reimbursement claims, grant reporting, match requirement, inventory control, single audits and on-site monitoring. The training also provided subrecipients information about the Uniform Administrative Requirement Cost Principles, and Audit Requirements for Federal Awards 'The Super Circular' 2 CFR. part 200 and On-Site Monitoring., which consolidates and changes the administrative requirements for all federal assistance.

# USNG in Support of Public Safety

Contact: M. Wagner

Miles Wagner, ESO, attended a 2-day course on how to use the United States National Grid (USNG) in support of Public Safety. The training, held at the Los Angeles City EOC, Fire Department Operations Center February 23-24, 2015, also included Terrance Vigilance and Ingrid Johnson from Confire.

GIS technicians, analysts, and specialists from Southern California who are responsible for supporting public safety, emergency management, and providing GIS in real world events attended. The course was to aid public safety agencies in effectively using USNG in creating

maps for incident operations, planning, and management level decision making. The following USNG-related topics: were covered

- Lessons learned in applying USNG in public safety
- USNG-related standards and best practices from the field
- Using the USNG and other grids for public safety-related analyses
- Applying the USNG to aid effective incident management
- Fundamentals of integrated map sheet design
- How to create single map sheets and map atlas

By adding the USNG to our incident maps, responders are able to rapidly respond to assist when an incident is at a remote location or when signage is destroyed or non-existent. USNG is placed on the map along

with the traditional latitude/longitude grid. All new GPS units have USNG as an available grid system.



Precision level of the USNG is down to 1 square meter. The system is now the primary locating system for FEMA land-based teams when responding to an inci-

dent. Air assets continue to use latitude/longitude to respond to incidents.

The USNG is identical to the United States Military Grid Reference System (MGRS) is used since the late 1960's.

Instructor was Talbot Brooks, Director Delta State University, Center for Interdisciplinary Geospatial Technologies and the course was sponsored by the City of Los Angeles Fire Department.



# County OES Hosts Crisis Comms Training at East Valley Water District

Contact: C. Nagy

East Valley Water District once again opened their doors for a County OES hosted training. This time PIOs from around the County along with other interested parties attended the “Hi-Touch Communications in a Hi-Tech Era – Crisis Communications and Media Response Training for Today’s Leaders” training.

Presenter Richard Brundage was full of energy and kept the entire class on their toes as he shared techniques and stories from his many years of experience. He opened the day with how to really capture 87% of your audience in the first five seconds along with communicating from the heart – not the head.

The one day training concluded with group breakouts doing case study analysis concentrating on “theme building” and sound bite techniques for print, radio and television. ESO, Cheryl Nagy, promoted the creation of the new OES PIO/JIC Coalition – which will kick off with their first meeting sometime this summer.



Presenter Richard Brundage

# Observer Celebrates 15 Years of Service

Contact: Tina Stall, NWS

The NWS in San Diego recently presented Phillip Dupree with an award for his 15 years of service to the Cooperative Observing Program. Noel Isla, Observing Program Leader, Mike Watkins, Hydrometeorological Technician, and Tina Stall, Meteorologist Intern, traveled to the High Desert Emergency Operations Center in Hesperia to make the presentation. Mr. Dupree is a dedicated Skywarn coordinator for San Bernardino County and has been reporting the daily temperatures and precipitation from his home in Hesperia for the past 15 years. He also provides vital reports to the WFO during storms, fires, plane crashes, and more. Mr. Dupree is proud of his many years of service in weather support, and looks forward to contributing further in the future. Members of the High Desert EOC and San Bernardino County Fire were also in attendance, and presented Mr. Dupree with their own award for his dedicated weather support services.



Phill receiving his award (center)



Zack Mullennix, Rick Danzey, Bob Tiberi, Phill Dupree, Jason Ardenski, and Cindy Serrano

# Grants Update

Contact: M. Antonucci; E. Sampson; K. Gonzalez

## FY2014 Homeland Security Grant Program

The first Performance Milestone deadline is July 31, 2015. All projects must be at least 50% completed.

## FY2015 Homeland Security Grant Program

Cal OES has yet to release information for the FY15 grant; once received, County OES will send the call for projects notice. Because time frames will once again be short, the Grants Unit recommends to begin preparing for the call for projects and determining what project(s) they will submit for funding request(s).

## FY2014 Emergency Management Performance Grant

As of yet we have no indication that the FY14 grant will be extended, therefore please anticipate to adhere to the deadlines listed below. Please inform The Grants Unit if you will have any unspent funds to deobligate ASAP. We have not yet received information on the FY15 EMPG; when we receive the announcement we will notify everyone. Please be ready for a quick application process.

| Items                                  | 4 <sup>th</sup> Quarter     |
|--|-----------------------------|
| Modification Requests                  | None Available              |
| Mandatory Quarterly Performance Report | 6/10/2015 with deliverables |
| Reimbursement Requests                 | 6/10/2015 with deliverables |
| Deobligate any unspent funds ASAP      |                             |
| Project to be completed by 5/31/15     |                             |

# Fontana EOC SOP Project Moves Forward

Contact: C. Nagy

Throughout 2014 OES staff conducted EOC Section Specific training and the City of Fontana Emergency Operations Center Tabletop Exercise (EOC TTX), where over 38 Fontana employees practiced planning, collaboration and communication skills learned during

their training.

In March 2015 OES held an EOC Open House and invited all of the Fontana EOC Responders to come visit and tour the County EOC. Even Fontana City Mayor Acquanetta Warren stopped by for a visit.

As the project moves forward the EOC SOPs (Standard Operating Procedures) have been created by ESO Cheryl Nagy. During April, Cheryl conducted five separate EOC Individual Section meetings to bring members of each section together and to review the City’s new draft Section SOP check-



Mayor Aquanetta Warren and ESM Mike Antonucci look on as ESO Miles Wagner conducts Shake Alert

# County OES Hosts PIO Training

Contact: C. Nagy



BC Al Duggan and Eric Vetere participating in the PIO Team JIC/JIS Workshop

Building a County PIO (Public Information Officer) Team to work in the Operational Area EOC or JIC (Joint Information Center) during a major activation is of high importance. On March 18th over 20 PIO’s from across San Bernardino County completed the 2-day PIO Team JIC/JIS Workshop hosted by San Bernardino County Fire/OES.

Media Survival Group’s three instructors conducted a very informative 2-day workshop focusing on building a team of PIOs that will work together during a crisis. Training PIOs from different agencies with different missions, different jurisdictions, and sometimes different agendas, to immediately integrate

into a cohesive process that delivers to the public the information needed to make correct decisions



Media Survival Group President Karen Terrill, conducting JIC Exercise

about their health and safety can be rather challenging but with this training it seemed to come together well.

The overall feedback from those in attendance at the workshop was positive.

To assist our PIOs with more training County

lists. As part of the EMPG 2014 project the final draft will be complete by mid-June.

OES also hosted a 1- day Social Media for Disaster Response and Recovery class at the High Desert EOC on April 29th. Participants were trained in the knowledge and skills to integrate social media into their current communication plans. The course also defined social media and its uses and identified the tools, methods, and models to properly make use of social media for crisis communication.

Additionally, County OES took PIO training to a new level by facilitating a Crisis Communi-

cations/PIO Tabletop Exercise (TTX) for the San Manuel Band of Mission Indians. The TTX focused on internal communications for residents, employees, and guests of the reservation and business operations.



# San Bernardino County CERTs Learn From the Best

Contact: M. A. Ramirez

On Saturday, March 28th Volunteer CERT Instructors from around San Bernardino County spent a day learning Light Search and Rescue practices from San Bernardino County Fire Urban Search and Rescue Team members. Robert Stine and Robert Edie, who both serve on Urban Search and Rescue Regional Task Force 6, possess extensive knowledge of the more technical side of the subject. While this can be a challenge when trying to focus training down to the scope of CERT, the two instructors did a phenomenal job of doing so. The Volunteer Instructors learned tips for safely training others in the art and science of cribbing as well as how to quickly and accurately understand and create search markings. This training is the result of gaps identified during the Annual Operational Area CERT Exercise.

Additional scheduled training includes ICS and Leadership Training to be offered in Hesperia at the end of May. This class is open to any CERT member in the Operational Area.



Top: Training group photo; bottom: Volunteer CERT Instructors receive a safety briefing before training

## Active911 - In the Know

Contact: M. A. Ramirez

Looking for new and better ways to keep County OES Volunteers “ready to respond” is an important part of managing the various OES programs. One new tool provides OES with the ability to notify CERT, ECS and Disas-

ter Corps Volunteers of major incidents as well as alerting them if their program is activated. “Active911 is a digital messaging system that delivers alarms, maps, and other critical information instantly” to mobile phones. It is the same system currently used by OES staff as well as many San Bernardino County Fire firefighters and other departments in the County. OES is covering the \$12 annual fee per user for the Volunteer Leaders and will make the system available to all OES volunteers who wish to cover the fee for

their own use. In addition to the emergency alerting capabilities, Active911 provides OES staff and Volunteer Leaders the opportunity to send meeting reminders to members who sign up.



# North Desert ECS Serves the March for Babies Event

Contact: Z. Mullennix

Radios, people, and a mission; County OES Emergency Communication Service (ECS) and Spring Valley Lake Amateur Radio Club joined forces to support the annual March of Dimes – March for Babies on April 11th at the Victor Valley College. The walk was also supported with weather reports leading up to and during the event by County Fire Weather Support/County Skywarn Coordinator.

Ten amateur radio operators from Spring Valley Lake Amateur Radio Club worked the event alongside County Fire ECS volunteers providing communication support and monitoring the safety of 500+ walkers participating in the event. With four checkpoints and one command post the team provided complete radio coverage throughout the walk course. Supporting the communicators was ECS Communication Support 502 which provides a wide variety of communication services designed to support fire, law enforcement, and local agencies in the event of emergencies or disasters.

Holly Boyd, event participant, thanked the HAM radio operators for helping out with safety check points along the course for The March of Dimes—March for Babies saying,



Pictured, left to right: Paul Arch, ECS; Damon Ward, ECS applicant; Scott Eckert, SVLARC; Doug Iverson, ECS; Ed Grace, ECS applicant; Lois Hoover, SVLARC; George Ellison, SVLARC; Larry Hoover, SVLARC; Rick Danzey, North Desert Captain ECS; and Jason Ardenski, Desert Division Chief ECS

“they were in constant radio communication with the command post to ensure the safety of all the participants. This is another fine example of the many unsung heroes in our great community.”

The Emergency Communications Service (ECS) is the front line communications, technical and logistical support arm for the San Bernardino County Fire, Office of Emergency Services (OES). The ECS organization, made up of more than 250 members, is one of the largest and most active operational volunteer groups within San Bernardino County Fire.

ECS volunteers come from nearly every profession, i.e., teachers, retired police officers, firefighters, structural engineers, retired mili-

tary personnel as well as a retired epidemiologist. ECS personnel take their work seriously and work closely with fire and other public safety personnel. This organization is tasked with the support and maintenance of critical incident communications in times of emergency.

Spring Valley Lake Amateur Radio Club (SVLARC) consists of amateur radio operators living within SVL, sharing the common bond of service to the community in the event of an emergency or disaster.

This event served as an excellent joint training exercise, allowing both organizations an opportunity to test equipment and procedures.

## Training Brief

Contact: R. Lindsay

Emergency Services Officers from OES attended SBCFD's Fireline Safety for Non-Firefighters. Participants learned about fire

behavior and practiced emergency fire shelter deployment. During EOC activations an ESO may be assigned as a liaison at the Incident Command Post (ICP), necessitating this training to ensure situational and incident safety awareness. In addition, Miles Wagner and Kalina Cox attended as GIS Trainees for Southern California Incident Management Team 3.



Participants fold training fire shelter after successful deployment exercise